Assessment Requirements for BSBPMG621 Facilitate stakeholder engagement

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

Evidence of the ability to:

- apply analytical skills to identify and interpret stakeholder interests and expectations in the context of a program of work
- incorporate inclusive integration skills
- apply workplace communication skills to work with stakeholders effectively
- provide workplace based examples of internal and external stakeholder communications, both formal and informal
- use different communication approaches in different stakeholder contexts
- conduct and document an introspective assessment of stakeholder effectiveness and develop a plan for future stakeholder interactions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- Key features of engagement models, benefits and applications
- Key forms and methods of stakeholder engagement
- Key features of several means, media and methods of communication
- Key features of various types and roles of program stakeholders
- Key features of relevant organisation policies and procedures
- Key program and organisational objectives.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership – project management field of work and include:

- access to examples of program stakeholder engagement processes and interaction
- feedback from stakeholders, which reflects how stakeholder engagement was managed for a program.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10